

Professional and Managerial Branch
Miscellaneous Professional Group
Community Service Series

INTERAGENCY PROGRAM LIAISON
Unclassified Services
2/98 (SAC)

Summary

Under general supervision, coordinate multiagency community programs.

Typical Duties

Assist in planning, implementing and administering programs. Involves: surveying target population, community agencies and others to identify community service needs; participating in establishing program goals and methods to measure achievement of program objectives; analyzing statistical data to determine feasibility and impact of initiatives; monitoring and evaluating the overall performance of program and recommending revisions; resolving problems relating to program operations by conferring with program participants, community agencies, and other individuals.

Promote public understanding and support of programs and services. Involves: establishing liaison with representatives of public and private agencies and the general public to build coalitions to accomplish program initiatives; recruiting participants and encouraging them to take active role by motivating and training in departmental and program activities; preparing and delivering presentations to groups and individuals; preparing press releases, newsletters and related informational materials.

Perform related administrative duties as required. Involves: gathering data for reports and research projects and for inclusion in grant applications; entering and retrieving data from computers; substituting, if assigned, for coworkers during temporary absences by performing specified duties and responsibilities essential to maintaining continuity of operations; training and directing employees or volunteer staff; preparing correspondence and reports.

Minimum Qualifications

Training and Experience: Completion of a Bachelor's Degree in Business Administration, Mass Communication, Sociology, Social Work, Psychology, or a related field, and one (1) year of professional experience related to social or governmental programs, projects or grants or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Good knowledge of: development and administration of social programs; English and grammar, spelling and punctuation; research methodology and statistics. Some knowledge of: principles, practices, techniques of marketing and public relations; operations and services of local government and community service agencies.

Ability to: understand and interpret governmental publications, manuals and documents; utilize personal computer to enter and obtain data; analyze computer-generated reports and data; express oneself clearly and concisely orally and in writing to deliver public presentations and prepare reports as required; prepare promotional materials and newsletters; maintain effective working relationships with fellow employees, officials and the general public to advance program objectives.

Skill in safe use and care of: personal computer or network work station, including word processing, spreadsheet and graphic software programs, and motor vehicle when driving in City traffic.

Licenses and Certificates: Texas Class "C" Driver's License or equivalent license issued by another state.

Director of Personnel

Department Head